

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2016/2017

BAC 4684 – ERP SYSTEMS

(All sections / Groups)

10 MARCH 2017
9.00 AM to 12.00 PM
(3 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 4 pages with 4 Questions only.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

Under the traditional method of allocating factory overhead (manufacturing overhead, burden), most of the factory overhead costs are allocated on the basis of just one factor such as machine hours or direct labour hours. In other words, the traditional method implies there is only one driver of the factory overhead and the driver is machine hours (or direct labour hours, or some other indicator of volume produced).

In reality there are many drivers of the factory overhead. Traditional cost accounting systems do not accurately trace cost to products and processes.

Required:

- Explain how activity-based costing could be implemented using an ERP system to overcome this problem. (15 marks)
- Discuss the benefits of using ERP with activity-based costing. (5 marks)

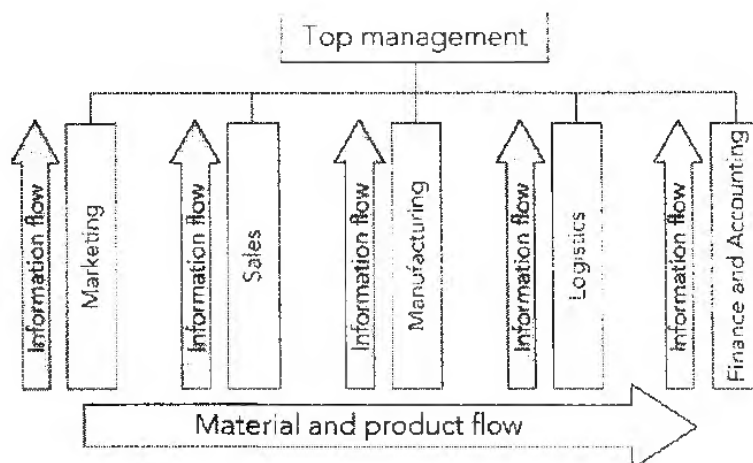


Figure 2-2 Information and material flows in the functional business model

- Describe how information is exchanged between lower operating levels in the functional organization shown in the accompanying figure. (5 marks)

(Total 25 marks)

Continued...

QUESTION 2

Current ERP systems evolved as a result of, advancement of hardware and software technology. It also evolved as a result of the development of a vision of integrated information systems.

Required:

- a) Explain what is an ERP system? (5 marks)
- b) Identify and critically evaluate the factors contributing to the development of ERP system. (15 marks)
- c) Briefly describe **two (2)** CRM activities. (5 marks)

(Total 25 marks)

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QUESTION 3

BACKGROUND DATA	
Today's date	6/29/13
Current list price, NRG -A	RM2/bar
Current list price, NRG -B	RM2.5/bar
Accounts receivable balance at start of business day, ABC Corporation	RM10,000
Credit limit, ABC Corporation	RM15,000
CURRENT ORDER	
Product	NRG - A
Amount	4 cases (2,000 bars)
Price	List
Ship to	ABC headquarters
Date desired	7/5/13
Next Invoice number	A1001
Documents in system	
No documents relating to ABC are in the system	

Required:

a) Given the information currently in the system, will credit be granted or denied for ABC Corporation's current order? Explain why? (15marks)

b) If the system processed data in a more timely way, would it change the answer as to whether or not credit be granted? (5 marks)

c) What are the two main challenges with using a multidimensional cube structure? (5 marks)

(Total 25 marks)

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QUESTION 4

Sales and operations planning	Dec	Jan	Feb	March	April	May	June
Sales forecast		1,476.50	1,499.50	1,515.25	1,579.50	1,619.00	1,782.00
Production plan		1,476.50	1,499.50	1,515.25	1,579.50	1,662.50	1,737.50
Inventory	50	50	50	50	50	50	50
Working days		21	20	23	21	21	22
Capacity (shipping cases)							
Utilisation %							
PB-AA							
PB-BB							

Additional Information:

- 1) Company AABBB produces 150 protein bars per minute
- 2) Entire production line operates on one shift a day, which is 8 hours
- 3) Each box contains 24 protein bars
- 4) Each case contains 12 boxes of protein bars
- 5) Product group structure: PB-AA = 70% ; PB-BB = 30%

Required:

a) Calculate and provide the capacity (shipping cases), Utilisation percentage and breakdown of production plan for PB-AA and PB-BB for the months January to June.
(20 marks)

b) How can data be entered into the SAP ERP system on the shop floor?
(5 marks)

(Total: 25 Marks)

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